

SW 20445A-09-0077

W 02451A-09-0078

W 01732A-09-0079

W 20446A-09-0080

W 02450A-09-0081

W 01212A-09-0082

ORIGINAL

ARIZONA CORPORATION COMMI

UTILITY COMPLAINT FORM



0000103963

Investigator: Brad Morton

Phone: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 82385

Date: 10/15/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Jean Last: Porter

Account Name: Jean Porter

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Jean porter [REDACTED]
Sent: Thursday, October 15, 2009 9:10 AM
To: Bradley Morton
Subject: water & sewer rate increase

Please note my concern regarding water & sewer rate increases. I have never lived in an area with such high rates that we have now. Being retired it would be extremely difficult to survive here with these proposed increases and also the property tax increases.

Jean Porter

[REDACTED]
Maricopa, AZ 85138

End of Complaint

Utilities' Response:

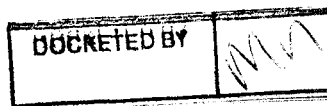
Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Arizona Corporation Commission

DOCKETED

OCT 16 2009



ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2009 OCT 16 A 8:10

RECEIVED

Date Completed: 10/15/2009

Opinion No. 2009 - 82385

3w 20445A-09-0077

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W 01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 82384

Date: 10/15/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Duane

Palmer

Account Name: Duane & Jeannette Palmer

Home: (000) 000-0000

Street: n/a

Work:

City: Maricopa

CBR:

State: AZ Zip: 000000

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Duane Palmer [REDACTED]
Sent: Thursday, October 15, 2009 8:41 AM
To: Bradley Morton
Subject: Global Water Rate Increases

Mr. Morton,

We are residents of Province in Maricopa and we are appalled at even just the consideration of granting Global Water such outrageous increases. Both myself and my wife have recently found ourselves unemployed, and such and any increase in our utilities is going to be a hardship. Even if we were both gainfully employed, the amount of increase requested is way out of line. There is nothing else we consume that has come even close to such increases. This raises a question though, is there a monopoly on providers? In other words, is there no one to compete with Global in our area?

I suspect that maybe Global is asking for such a huge increase in the hopes that customers will be glad if they only get half of what is being asked for. Even at half, the increases are outrageous. If Global is a well run company, they would have it in their plans for repairs, maintenance, growth, etc. with modest increases. If they are not a well run company, then they do not deserve increases and should be replaced with another provider.

Duane & Jeannette Palmer
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 10/15/2009

Opinion No. 2009 - 82384

3W 20445A-09-0077

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W 01732A-09-0079

W 01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 82369

Date: 10/14/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Lee and JoEllen

Rodel

Account Name: Lee and JoEllen Rodel

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Lee Rodel [REDACTED]
Sent: Wednesday, October 14, 2009 1:21 PM
To: Bradley Morton
Subject: Water Rates

Hello Mr. Morton,

I am writing you to about the proposed water rate increases for Global Water customers.

We are winter residents (snowbirds) of Maricopa, Arizona and live in the Province Community. We are in Arizona four-five months per year and very much enjoy our time there.

I do have serious concerns about the water/sewer rates we are now required to pay. And now, with the proposed rate increases, I expect we will be asked to pay even more. While I don't mind paying a reasonable rate for months we are in Arizona, I find it very unfair to be continuing to pay these already high rates every month we are not even in Arizona. In the seven to eight months we are back in Minnesota, I continue to be charged the basic charges of more than \$68 per month. During the time we are away from Arizona, the water to our Arizona house is turned "OFF". No water is run inside the home. A small outside irrigation system operates to keep a minimal set of landscape plants alive in the summer heat. We do not even use the minimum or basic amount of water during the months we are gone and seldom exceed the basic amount when in Arizona in the winter months. Yet, each month for 12 months a year, we are charged at least the \$68 plus. This does not seem right and fair.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

I would ask that Global Water look seriously at reducing rates, especially for its part-time residents of the area. Please consider usage sensitive rates so that we pay a very minimal monthly charge when absent during the summer months. Further, your usage sensitive charging should be such that residents can in fact save \$\$ by reducing water usage. Even when we are in Arizona, when we do not use even the basic allowed water amount, there is no financial incentive to save water if we will be charged the inflated base rate regardless.

I am aware of other Arizona snowbirds from Minnesota who are paying \$9-\$12 per month for water and sewer charges during the months that they are not in Arizona. When they are in Arizona, their water/sewer charges may increase to \$25-30. I just cannot accept that our Global Water base charges need to be \$68 plus and that there is serious discussion of needing to increase these rates. There has to be a reasonable approach.

Thank you for your thoughtful reading and reflection on this communication.

Sincerely,

Lee and JoEllen Rodel
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
Maricopa, AZ 85138
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.
End of Comments

Date Completed: 10/14/2009

Opinion No. 2009 - 82369
